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No. 9-10

# THE DENTAL ASSISTANT



JOURNAL OF THE AMERICAN  
DENTAL ASSISTANTS ASSOCIATION

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# THE DENTAL ASSISTANT



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## EDITORIAL STAFF

### Editor

SADIE M. LEACH  
1710 State Street  
La Porte, Indiana

### Contributing Editors

Ruth Inskipp  
135 Stockton Street  
San Francisco, Calif.

Virginia S. Smith  
401 Huntington Bldg.  
Miami, Fla.

Julia Harshbarger  
413 Davenport Bank Bldg.  
Davenport, Iowa

Mrs. Helen H. Fitting  
5528 Wayne Avenue  
Germantown, Penna.

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Mary M. Connolly  
321 Delmar Avenue  
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### Advertising Manager

LUCILE BLACK  
914 Watts Bldg.  
Birmingham, Ala.

### Subscription Manager

MARGARET HILL  
134 Branchport Avenue  
Long Branch, N. J.

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## "E" For Efficiency

We have been seeing, in the past few months, a number of our patients wearing proudly on their lapels the Army-Navy "E" awarded the employees of their plant for Efficiency in production. Efficiency is the second of the four words which make up the Dental Assistant's motto, "Education—Efficiency—Loyalty—Service," and the exercise of Efficiency surely does make for "Ease" in the conduct of a Dental practice.

Psychologists tell us that it is possible to do almost anything that we want to do, providing we have as a spur an unshakable desire to do that one thing—a desire born of a vision of success.

What would it mean to the Dental Profession, at this time, if we assistants would have a vision of what we could do for Dentistry if we really give thought to that second word in our motto.

Girls, I don't have to tell you that the Doctors are working under pressure these days—we all have reason to know that. Even before the war there weren't enough dentists to take care of 50% of the people who needed dentistry, had that percentage of the people demanded dental care at the same time. Now, with more people demanding dentistry than ever before, and the civilian ranks depleted to give needed care to the men in service—but why go on? You know the story.

What can the assistant do about the situation? She can be Educated, Efficient, Loyal, Serving in a Vitally needed War-time Job—Assistant in a Civilian Dental Practice.

Now for a few details. This is no time to be getting down to the office five minutes late with your breath coming in short pants. Try to keep up to par physically by getting all the rest you can, but do arrive at the office at least one jump ahead of the boss and two jumps ahead of the first patient.

Start the day with a fresh uniform and a smile, and have a fresh coat ready for the Doctor; have the sterilizer "perking," the hand pieces oiled and everything in readiness for an orderly start that will make the machinery run more smoothly the whole day.

I've been recalling lately a magazine story that I read some years ago; a story that seemed to have no particular meaning, and which I read for no particular reason except to kill time—but maybe it did have a meaning for me after all—it has stuck in my mind. It had to do with a small-town woman whose girlhood friend had married a man of immense wealth; the small-town woman, yielding to her friend's persuasions went to the city to visit in this home of wealth and found her friend so involved with dinners, luncheons, theatres, bridge and other social affairs, as well as various committees for charitable, community and philanthropic affairs and other sundry activities that the woman who led the simpler life marvelled at how her friend could stand the pace; then she took note; when the woman of wealth arose in the morning her maid had drawn her bath, laid out her clothes, assisted her in dressing, and was in constant attendance until she left the room. In leaving or entering her home or her car, doors were opened for her and closed after her, she did not use one bit of energy to put out a hand to wait on herself. Now, all of this sounds very nice, but most of us can't have it—a good thing, too, probably. However, the story carries a suggestion of how we can help conserve our Doctor's much needed energy, by keeping our eyes open and having every instrument ready for every operation so that he does not need to make one extra or waste motion. He should never have to look for a chart or an X-ray, or an instrument; he should never have to put water in the sterilizer or take needed instru-

ments therefrom, or be called to the telephone unless it is a matter that we cannot handle. One of these authors who writes books on living more abundantly, etc., says, "Do something constructive every minute"; well, land knows there's something constructive for a D-A to DO every minute; if we close our eyes to these things we are not only cutting down our value to our employer, we are pulling down HIS efficiency as well.

Then there's the secretarial end of the job; now, more than ever it is essential that we keep complete and accurate records; I wonder when YOU post YOUR BOOKS. We all have to figure these things out to fit our own situation; it isn't always necessary for the Assistant to stand at the chair every minute of the time while the Doctor is preparing a cavity in a tooth, unless he prefers to have her there; in one office that I know about the assistant posts one or two or three items while her doctor is doing something that she cannot assist him with, at the end of the day her books are posted.

Also, now more than ever the D-A needs to be a real d'plomat. Do you have a funny feeling in the pit of your stomach when somebody calls up and asks for an appointment—possibly one of your very good patients whose dental work the doctor has done for several years past—he wants to come in as soon as possible, which to him means the next day or two. Well, girls, sometime this uproar is going to subside; the Doctor is going to want to have a practice left and it's up to us to help him keep his patients; meantime, we all have to take care of our share of the defense workers, the new-comers, the patients who have just let their dental work slide and now have money but no time out to have dental work done; they have to be seen when they can get away—Heaven forbid that the Dentist should contribute to absenteeism; also, there is no decrease in the number of toothaches that require emergency treatment and the farmers still come in on rainy days when they can't work in the fields. Well,

you figure your problem out and I'll do the best I can with mine; it takes morale, "Which" the colored sergeant says "is something that makes your laigs do what your haid knows ain't possible." Efficiency will go a long way in bolstering that morale.

Here are a few points to paste in whatever passes for your hat.

We aren't being paid for squatting our bodies somewhere and staying there. We aren't selling our TIME to our employers—we are selling them our ability to DO something. We can put in eight hours on the job every blooming day and still do only two hours of honest work. Being on the job isn't all. Being PART OF THE JOB—putting into it the best of which we are capable—studying our particular work and trying to improve it—devoting not only time but SKILL to the task at hand—THAT'S WHAT COUNTS.

We probably won't ever be awarded an "E" for efficiency and production but there's a lot of satisfaction in knowing that we are earning it.

### MEASURING A MAN

Before I say a man is good—

As good as he can be—

I'm going to hold off a bit,

For people change, you see.

And men who years ago were called

The greatest in the land

Are found in enterprises which

It's hard to understand.

Before I say a man is bad

And lost to instincts good,

I'll wait a while—perhaps he, too,

Has been misunderstood.

If good men, now and then, go wrong,

It's reasonable, quite,

To figure that it's possible

For bad ones to go right.

—Philander Johnson  
in *Washington Star*.

Speak gently! 'tis a little thing

Dropped in the heart's deep well.

The good, the joy that it may bring

Eternity shall tell.

—J. Langford

# *The Child Patient*

EVELYN HESTER

(Given to the Waco Dental Assistants  
Society, at one of our Meetings.)

If we were purely talking "Shop," my subject would be "My Job" but if this job is psychologically handled, I feel that it takes a step higher and would call it "My Task." That Task is Handling Children.

The Scene is a Dental Office:

The telephone rings and a little voice over the wire states, "I am Johnny, and I want my teeth fixed." The appointment is made, and thus you know Johnny will walk into the dental office shortly. So it is the Assistant's duty to make Johnny feel at ease and prepare him for the ordeal, whether it is big or little.

After greetings of the day, the reception room is one of the first things to calm his jagged nerves. If he has a short wait, he is provided with pictures (on the walls). We have a picture of a small child brushing her dog's teeth, which always proves popular. On the table, are Big Little Books, and since it has been many a day since you have been to the dentist to have your teeth straightened, Big Little Books are a series of popular stories in little book form. Others are: "Donald Duck forgets to Duck," "Mickey Mouse and the seven Ghosts," "Popeye and the Deep Sea Mystery," and others. For those who are in a Playful mood, a Mechanical Mickey Mouse, and a picture puzzle are provided.

At this moment, the doctor steps out and says, "Come in Johnny." The average dental office is equipped with odd-looking machines which would frighten a child. The office that Johnny steps into must have as many of the machines as possible camouflaged. The "Dental Engine" is kept in another place and the child sees it only when it needs to be used in his particular case.

We keep all knives, scissors, and hypodermic needles, out of sight until necessary to use them. Then we make just as little display as our ability at efficiently handling them will permit. We consciously practice this art. We express only enough sympathy in our voice and manner to convince the child that we are sincerely going to be just as careful as possible, and cause him just as little discomfort as can be accomplished in order to fill this tooth or remove it.

We select our words carefully, and do not include any which will suggest pain. We do not use such words as, cut, needle, stick, drill, knife, etc.

We do not leave young children alone in the operating room for very long at a time. Their imaginations may become overactive, making them difficult to handle. We compliment a child by placing him on an adult plane. We talk with him intelligently, about his own world, thus recognizing his individuality.

If a small girl, it will be dolls, father, little brother, the new baby, birthdays, the pretty dress, or her pets; if a small boy, balls, marbles, father, grandfather, his dog, and a little later, airplanes, policemen, teacher, or pets in general. From the age of ten on, a child enters the adult world of clothes, vacations, football, machinery, animals, collecting stamps, planning parties, riding, performing in entertainments, and boys know ever so much about automobiles. We are always just a little jovial, never glum, depressed, serious, or preoccupied, and certainly never rude or cross.

We are deft, firm, competent, and sure of ourselves, and we impart this assurance to our child visitors.

We make an unhurried examination

THE DENTAL ASSISTANT



in order that our child patient will not conceive the idea that we are going to slip something over on him, like pulling a tooth suddenly, without telling him. Our behavior must be such as to give him assurance and allay his fears as quickly as possible.

The old saying, "Honesty is the best policy," not only applies here in theory, but in actual practice: the doctor must be honest with the child. Calmly and tactfully he explains to Johnny, "Yea, a few times during this visit I'll have to hurt just a little." And at the moment this is to be painful, prepare the child's mind for it. "You are going to feel this quite a little but it won't last long." Rest periods are given if much drilling must be done. Nor at this point is the child to be joked with or teased, but he needs sympathy and to know what is being done and why. The child is encouraged and complimented on being a good patient—not only the doctor is proud, but his mother and Dad will be pleased about his good report.

Good patients are declared members of the "I CAN TAKE IT CLUB" and are given buttons to signify membership. When it is all over, an effort is made to have the children leave our office smiling, and with the feeling that they have made the two best friends in the world, the Doctor and his Assistant.

But does this always work? If it would, dental work for Children would not present one of the very serious problems in dentistry. Fortunately however, the above formula will work for much the largest percentage of child patients who have been wisely trained and guarded at home without having developed an abundance of fears.

But there is that other small group who have made nervous wrecks of many dentists and their assistants. Often Mothers have unthoughtedly threatened their children with similar statements: "If you don't brush your teeth they'll get full of holes, and then the dentist will have to fill them. And believe me that's going to hurt." You can imagine that these children, being afflicted with

such parents, are already overloaded with more terrors than they can face.

Because children take things literally, they are often terribly frightened and deeply impressed by hearing older persons say, "The Dentist nearly killed me today." Such other remarks as, "I simply thought I'd pass out," "No, I can't come over today, I have to go to my dentist. How I hate to go," "I can't think of anything quite so dreadful as that drilling he has to do. It sets my teeth on edge." Or "I had to have a wisdom tooth pulled and the dentist said, it was one of the toughest jobs he had had in a long time. He had to cut a big piece of bone away before he could get the tooth out." In their own desire to be important to make a good story or to bid for sympathy they little know or realize the horror they are implanting in the child's mind about dentists.

Along with the mother who mentally whips the child with fear of the dentist, we may add the child with fear of the dental office, the children who are frightened by hearing adults express the pains of theirs to the dentist, and the child whose Mother coddles him, worries over him, does all his thinking for him, and protects him from life as it is naturally lived.

Thus, it is our duty to study each individual patient and psychologically handle him, and to tactfully handle his mother until the child begins to feel that his visits to the dental office are not such an ordeal after all.

As a further stimulus for making the child look forward to future visits to the dentist, and as a further reward for their good behavior, we give them plaster of paris statues of Snow White, Dopey, Doc, Orphan Annie, etc. These are made from regular dental plaster, with rubber molds which may be ordered from the American Dental Association.

It is said that "all work and no play makes Jack a dull boy." In our procedure of handling the child patient, we do not neglect either the work or the play.

# The Fourth Word

We are indebted to Clara Phillips of Long Branch, New Jersey, for this interesting story of a Dental Assistant who made SERVICE her watchword.

Edward S. Hipp, of the Newark, New Jersey, Star-Eagle, in his column "Watching the Crowds," writes as follows:

"Therefore take no thought, saying, What shall we eat? or What shall we drink? or, Wherewithal shall we be clothed?—For your heavenly Father knoweth that ye have need of all these things. But seek ye first the kingdom of God, and his righteousness; and all these things shall be added unto you. Take, therefore, no thought for the morrow; for the morrow shall take thought for the things of itself. Sufficient unto the day is the evil thereof."

Those lines from Matthew 6:31-34 are comforting words when you're adrift in a little raft in the mid-Pacific without food or water. Capt. Eddie Rickenbacker and his little party read them again and again at their morning and evening prayer meetings as they waited three weeks for deliverance. But they would have missed the verse's inspiration if Sergt. John Bartek of Freehold had not produced a New Testament. And probably John Bartek, whose people came out of Czechoslovakia to find freedom in a new world, wouldn't have had that New Testament if energetic Ella Smith, formerly of Freehold, hadn't started something in 1940.

As the young men of the Freehold Baptist Church went out with their National Guard units, it was Miss Smith's idea to give each a copy of the New Testament and The Secret Place, Baptist devotional book. At first the plan didn't seem practical to her colleagues in the Women's Missionary Circle, but when Miss Smith peddled household articles from door to door to obtain funds and purchased books from a Freehold store at a discount, the idea caught on.

When Rev. Walter Lake went from Belleville to Freehold in January, 1941, to take the pastorate, he enthusiastically carried on the work. Later that year Miss Smith moved to the Baptist Home for the Aged, 285 Roseville Avenue, Newark. Later, too, Mr. Lake became a Navy chaplain. But the work went on. Every serviceman from the Freehold Baptist Church got a New Testament, and none was prouder of his gift than John Bartek.

I found Miss Smith a very modest person.

"Please don't give me too much credit," she said. "Give it to the church. Give some to the Barteks. They are fine, Christian people and I am happy to hear that John plans to study for the ministry after the war."

But, for the record, a low bow to Miss Ella Smith. Her work, started nearly three years ago, has brought spiritual comfort to many men of the service, solace to eight men adrift on the Pacific.

Of Miss Smith's work as a dental assistant, Clara Phillips writes:

"Ella Smith entered the office of Dr. William E. Truex as Secretary and Office Manager in 1904, and by her unusual efficiency, loyalty and happy personality, helped in building one of the most extensive and lucrative dental practices in the state of New Jersey. Dr. Truex was one of the first Dentists to employ a woman assistant, and was always interested and proud of their achievements. She served Dr. Truex continuously until his passing, in the summer of 1936, and continued in her work with Dr. William McGonigle, who succeeded Dr. Truex, until July 1939, when because of illness she was forced to retire. In 1941 she entered the Baptist Home, Newark, N. J., where she is still active and interested, serving all those with whom she is associated.

Ella is a charter member of the Monmouth County Dental Assistants Association.  
(Continued on Next Page)



# Official Call

This is to notify you that the Nineteenth Annual Meeting of the American Dental Assistants' Association will be held in Cincinnati, Ohio, October 11-14, 1943 at the Hotel Gibson.

The Board of Trustees will meet Saturday evening, October 9. The First House of Delegates will be held at 8:30 A. M., Monday, October 11, at which time all officers, trustees, and chairmen will present annual written reports. Reports of Standing Committees shall be sent to the General Secretary ten days in advance of the meeting. The affiliated societies will file the names of their delegates and alternates with the ADAA as requested. Every member must present her 1943 membership card in order to register at the meeting.

Aileen M. Ferguson, General Secretary.  
Dorothy Lickiss Burks, President.

## Cincinnati Bids You Welcome

To all members and delegates to the Eighteenth Annual Meeting of the American Dental Assistants' Association, Cincinnati bids a warm welcome.

This first wartime meeting of our Association should be a most interesting and educational one. Because of the many changes which have affected our lives both as citizens and as dental assistants, we should deem it a great privilege and pleasure to meet together to discuss our common interest, Dental Assisting. Now more than ever before, the necessity of keeping our aims and ideals closely linked comes to the fore. Make plans to attend the Annual Meeting October 11-14, and you will find the substance of a great meeting, and the inspiration so essential to the performance of the 1943 duties of a Dental Assistant.

We, the members of the Cincinnati Dental Assistants' Association, are all busily engaged making plans for the Annual Meeting, and are happy that it is to be held in our proudly old yet gracefully new City of Cincinnati. Our colorful city has much to offer and we are certain that your stay here shall be as pleasant and interesting as we Cincinnatians can make it. We are anticipating a delightful time in October.

The Cincinnati Dental Assistants' Association  
Hostess Society  
Rita A. Martin,  
453 Doctors Building  
Cincinnati, Ohio.

(Continued from Preceding Page)

ciation, having been a member since its organization in 1928. Always a loyal and enthusiastic member, she gave much of her time and effort to its activities and was proud of its success. At the tenth anniversary of the association, she was presented with a cup, in honor of her many years of service as a Dental Assistant. In June 1941, she was made a life member and presented with a Certificate, which is one of her most cherished possessions.

Ella has also given many years of service to the Baptist Church of Freehold, N. J., where she is greatly beloved and missed. One of her many kind deeds has been rewarded in this most wonderful experience. The Master of all good workmen has said of all such faithful servants—and we repeat it from thankful hearts, for the life of this one—"Well done."

## President's Page

Dear Fellow Dental Assistants:

Soon after you've received this issue of the Journal the nineteenth year of the American Dental Assistants Association will come to a close and a new administration will have the responsibility of guiding our association through another year. Being the President of this fine organization is a great experience and a happy one, for we are building and a keen sense of satisfaction is derived by participation in a healthy, wholesome, growing cause, such as ours. Last August, when Mildred Rinn, handed me the gavel she gave me the key to the happiest and fullest year of my life.

The work of the Association lacked a pattern in August 1942. Our disappointment over the postponement of the Boston meeting was still so fresh we dared not plan for a 1943 meeting and everywhere we turned we faced uncertainty.

It wasn't until the early part of January, when from various parts of the country came requests for a House of Delegates meeting, that we decided to send out questionnaires to the various societies to determine whether or not planning a House of Delegates meeting would be wise from the standpoint of attendance. Your response settled the matter and here we are looking forward to our 19th annual meeting in Cincinnati . . . our first wartime conference and one which in spite of conditions promises to be valuable in every way.

The work of the association is apparently changing. Evidence of this was our need for two new committees this year. One, the Military Affairs Committee and the other the Service Committee.

The Military Affairs Committee grew out of the problems brought to our August Board meeting by our members serving as D. A.'s with the Army under Civil Service. One of the first problems presented for consideration was the matter of proper recognition of our members in civil service with regard to uniforms, caps and pins. Key members of this committee met with Brig. General Mills during the Chicago Mid-winter meeting, presented our problems and had his promise that A.D.A.A. members serving the Army would be allowed to wear the long-sleeved white uniform, official cap and pin that presents our picture of the ideal dental assistant. We also discussed the Waves in relation to dental assisting and learned that there would be no assurance for our members joining this branch of the service of being assigned to duty in their chosen field. This committee visited the Waves headquarters in Chicago at the same time and learned much about the need and the opportunities for dental assistants in the Navy.

At the present time only sixth grade schooling is required for civil service employment as a dental assistant with the Army. This is not in keeping with our standards. Brig. General Mills suggested that we outline our educational standards in our constitutional and administrative by-laws before approaching the Civil Service Commission asking that their requirements be changed. This is one of the important phases of amendment that will be discussed in Cincinnati.

It might be interesting for you to know that at present there are 119 of our members serving in the feminine branches of the armed forces or under civil service with the Army.

The Service Committee with Viola Semon of Seattle as Chairman is another 1943 development. This committee grew out of the desire among our members to participate as dental assistants in various wartime activities such as canteen work, adding to the resources of the blood bank, entertaining service men, etc. It seemed illogical for our members to be joining other organizations to do this work when one of the express purposes of the American Dental Assistants Association is Service.

The work of our other Committees has gone on much as usual. Evelyn MacVay, as Chairman of the Education Committee has done a splendid job through correspondence with the individual societies and the pages of our Journal. Eleanor Schumann, Chairman of the Clinics and Exhibits Committee sent Health Exhibits to state societies where they were requested, and has done an excellent job in preparation for the Cincinnati meeting. The Membership Committee, headed by Julia Murray conducted a fine membership drive which resulted in many new members despite wartime conditions which have caused so many of our older members to find employment out of dentistry. Some of our Trustees have been successful in organizing new societies this year too, which is really an achievement.

All in all this has been a splendid year and a progressive one regardless of the war and its effects. Our most inspiring force and certainly our most steadfast friend is this Journal. The staff has worked untiringly to make it the mainstay of the association and has successfully conquered the problems of these times . . . paper shortages, mailing difficulties, rising costs, etc., and has given us a consistently fine publication. We appreciate their efforts and the loyal support of our advertisers.

As we look back to the early days when Juliette pioneered for us, more precious than ever becomes our heritage of high ideals, sincerity of purpose and love for the finer things of life. So will future generations of dental assistants look back upon our efforts and either condemn or admire the way in which we have handled the problems of our times. When I relinquish the gavel at the close of the Cincinnati meeting I hope it will come to mean as much in happiness and fulfillment to my successor as it has to me, and that when she looks at it and touches it she too will be inspired by the past to achievement for the future.

Thank you fellow dental assistants for a wonderful year. Your many kindnesses and your fine spirit of helpfulness has been greatly appreciated.

With continued good wishes to you all, I am,

Sincerely yours,

*Dorothy Lickiss Burks, President.*

## HELPFUL HINTS

An easy way to identify the mold number on an artificial tooth is to press the number against an ink pad and stamp it on a piece of paper. The number comes out distinctly.

The joints of "frozen" forceps can be quickly and easily loosened by soaking the instrument in a solution of oxalic acid.

You will have no trouble with base plates sticking to the casts if you will dust the latter with talcum powder before trying to adapt the base plates.

Base plate material of all kinds can be quickly and easily cut with an old clock wheel about one inch in diameter. Mount the wheel on a mandrel and use it in the handpiece or on the lathe.

To prevent spilling phenol, pour a small amount from your stock bottle into a wide mouthed medicine bottle and place enough cotton in the bottle to absorb the phenol. When the cotton pellet held by pliers is pressed into the bottle just the right amount of phenol is absorbed, thus eliminating the danger of damaging the tissues of the mouth.

A cone shaped medium size cork is ideal for polishing those "hard-to-get-at" places on a denture that cannot be reached by regular felt cones. Such a cone will polish rapidly and create but little heat. To make one, place a cork on a screw chuck on the lathe, start the motor and cut the cork down to any size and shape you wish by holding a piece of coarse sandpaper against it.

*C. M. Higgins, D. D. S., West Virginia Dental Journal*

# PRELIMINARY PROGRAM

## AMERICAN DENTAL ASSISTANTS ASSOCIATION

Nineteenth Annual Meeting—October 11-12-13-14, 1943  
Hotel Gibson, Cincinnati, Ohio

### SATURDAY, OCTOBER 9.

- 4:00 p. m.—*Meeting of Board of Trustees in Official Suite.*
- 6:00 p. m.—*Board of Trustees Dinner.*

### SUNDAY, OCTOBER 10.

- 9:00 a. m.—*Board of Trustees Meeting.*  
*Meeting with Journal Staff in afternoon.*

### MONDAY, OCTOBER 11.

- 8:30 a. m.—*First House of Delegates Meeting.*
- 2:00 p. m.—*General Meeting, Presenting Dr. R. M. Walls, "Dentistry in the Post-War World." Lucille Waud, "Tact in Handling People." WAC Officer. WAVE Officer. President's Annual Address. Greetings from Canada.*

### TUESDAY, OCTOBER 12.

- 8:30 a. m.—*Second House of Delegates Meeting.*
- 2:00 p. m.—*Competitive Clinics.*

### WEDNESDAY, OCTOBER 13.

- 9:00 a. m.—*State Officers Conference.*
- 11:00 a. m.—*Third House of Delegates Meeting.*
- 2:30 p. m.—*Adjourned Third House of Delegates Meeting.*
- 6:30 p. m.—*Reception and Dinner for the President.*

### THURSDAY, OCTOBER 14.

- 8:30 a. m.—*Fourth House of Delegates Meeting.*  
*"Ethics of Dental Nursing," R. Leah Lamb.*  
*Awarding of Trophies.*  
*Installation of Officers.*
- 2:00 p. m.—*New Board Meeting.*

A cordial invitation is extended to members of the Dental Profession, their wives, dental hygienists, dental assistants and friends to attend the President's Dinner, the General Meeting, Competitive Clinics and all open meetings.

Registration will begin Sunday at 9:00 a. m. and continue to 4:00 p. m. Thereafter, registrations may be made an hour before and after each session throughout the meeting. All meetings will be held at the Hotel Gibson.

EMMA A. LUKE, *Program Chairman.*

## CONVENTION COMMITTEES

### CONVENTION ARRANGEMENTS

- Helene F. Meyers, *Chairman*.....1010 Union Central Bldg., Cincinnati, Ohio
- Thelma Crooks, *Co-Chairman*.....13224 Shaker Square, Cleveland, Ohio

### REGISTRATION

- Aileen Ferguson, *Chairman*.....709 Centre St., Jamaica Plain, Mass.

### HOSTESS COMMITTEE

- Hilda Ehrhardt, *Chairman*.....1917 Baltimore Ave., Cincinnati, Ohio
- Veronica Krumer.....1004 Neave Building Cincinnati, Ohio
- Mary Connolly.....Provident Bank Bldg., Cincinnati, Ohio
- Rita Martin.....453 Doctors Bldg., Cincinnati, Ohio
- Altha Robertson.....602 Miami Ave., Terrace Park, Ohio
- Frances Wendt.....1004 Neave Building, Cincinnati, Ohio
- Colletta Heyker.....1424 Union Central Bldg., Cincinnati, Ohio
- Grace Renshaw.....1004 Neave Bldg., Cincinnati, Ohio
- Fredericka Lang.....2552 Auburn Ave., Cincinnati, Ohio
- Edna Mae Wylie.....11½ East Eighth St., Cincinnati, Ohio
- Martha Strack.....6019 Madison Road, Cincinnati, Ohio

### ENTERTAINMENT COMMITTEE

- Agnes Kearney, *Chairman*.....2017 Union Central Bldg., Cincinnati, Ohio
- Altha Robertson.....602 Miami Ave., Terrace Park, Ohio
- Helen Schulyer.....2532 Highland Ave., Cincinnati, Ohio
- Esther Gaenge.....3041 Madison Road, Cincinnati, Ohio
- Louise Abel.....2532 Highland Ave., Cincinnati, Ohio
- Helen Rotte.....4125 Allendale Drive, Cincinnati, Ohio
- Alma Wiley.....206 E. Fifth St., Cincinnati, Ohio

## HOTELS COMMITTEE

Esther Leddy, <i>Chairman</i> .....	Mercantile Library Bldg., Cincinnati, Ohio
Agnes Kearney.....	2107 Union Central Bldg., Cincinnati, Ohio
Margaret Davis.....	2413 Union Central Bldg., Cincinnati, Ohio

## CLINICS AND EXHIBITS

Henrietta Buck, <i>Chairman</i> .....	Doctors Bldg., Cincinnati, Ohio
Genevieve Heile .....	33 E. 7th St., Covington, Ky.
Edna Mae Wylie.....	11½ E. Eighth St., Cincinnati, Ohio
Eleanor Skiff.....	4600 Montgomery Road, Norwood, Ohio
Katherine Klohs.....	441 Doctors Bldg., Cincinnati, Ohio

## PUBLICITY

Mary Connolly, <i>Chairman</i> .....	Provident Bank Bldg., Cincinnati, Ohio
Marjorie Stern.....	1003 Crew Tower, Cincinnati, Ohio

## LUNCHEON COMMITTEE

Ohio State Dental Assistants Association

## PRESIDENT'S DINNER

Mildren Rinn, <i>Chairman</i> .....	2712 Logan Blvd., Chicago, Ill.
Betty Drennan.....	6106 South Whipple, St., Chicago, Ill.
Harriet Lyons.....	Union Central Bldg., Cincinnati, Ohio
Mary Jane Nieman.....	814 Doctor's Bldg., Cincinnati, Ohio
Dorothy Mezur .....	510 Gwynne Bldg., Cincinnati, Ohio

## TIME — PLACE — EVENT

### SUNDAY, OCTOBER 10.

2:30 to 5:00 p. m.—*TEA* by Hostess Society (Cincinnati) Catholic Women's Club, 518 East 4th Street, Cincinnati, Ohio.

### MEETING ROOMS

#### MONDAY, OCTOBER 11.

8:30 a. m.—*First House of Delegates Meeting*—Victory Room, Gibson Hotel.  
2:30 p. m.—*General Meeting*—Victory Room, Gibson Hotel.

#### TUESDAY, OCTOBER 12.

8:30 a. m.—*Second House of Delegates Meeting*—Victory Room, Gibson Hotel.  
12:30 p. m.—*Ohio State Dental Assistants Association Luncheon*—Roof Garden, Gibson Hotel.  
2:00 p.m.—*Clinics*—Victory Room, Gibson Hotel.

#### WEDNESDAY, OCTOBER 13.

9:00 a. m.—*State Officers Conference*—Victory Room, Gibson Hotel.  
11:00 a. m.—*Third House of Delegates Meeting*—Victory Room, Gibson Hotel.  
2:30 p. m.—*Adjourned Third House of Delegates Meeting*—Victory Room.  
6:30 p. m.—*Reception and Dinner for President*—Ball Room, Gibson Hotel.

#### THURSDAY, OCTOBER 14.

9:00 a. m.—*Fourth House of Delegates Meeting*;  
*Installation of Officers*—Victory Room, Gibson Hotel.

## *Loyalty Trophy*

The "Angelo Chiavaro Loyal Assistant Trophy" will be presented to the member of the ADAA who, having been a member of the ADAA for two years, presents the record of longest consecutive years of service with one employer. A certificate of employment, giving date of original employment, and other confirming data, countersigned by a notary and by the president of the local society of which she is a member, will be required. These certificates are to be mailed to the office of the General Secretary up to October 1; thereafter they may be mailed to Helen H. Fitting, The Hotel Gibson, Cincinnati, O., marked "Hold for ADAA Meeting" or they can be turned over to her at the meeting not later than Monday, October 11, 5 p. m. The winner must be present at the annual meeting.

# THE DENTAL ASSISTANT

VOL. 12

SEPTEMBER-OCTOBER, 1943

No. 9-10

A JOURNAL FOR DENTAL ASSISTANTS DEVOTED TO THEIR INTERESTS AND EDUCATION

Bi-Monthly publication of the A.D.A.A. Journal for Dental Assistants Devoted to their Education and Interests and to the Efficient Conduct of Dental Offices. Publication of all statements, opinions, or data, is not to be considered as an endorsement of same by journal or its publishers.

## EDITORIAL DEPARTMENT

### *Lesson From The Sequoias*

Nature \* \* \* can so inform the mind that is within us,  
So impress with quietness and beauty—And so feed with lofty thoughts,  
That neither evil tongues, rash judgments—nor the sneers of selfish men,  
Nor greetings where no kindness is, Nor all the dreary intercourse of daily life,  
Shall e'er prevail against us.  
—William Wordsworth.

In the Sierra high country of California stand the giant Sequoia trees, oldest and mightiest of all living things. The groves were there when the pyramids of Egypt and the Great Wall of China were being built; many of the big trees are conceded to be from two to three thousand years old. The "General Sherman," said to be the largest and oldest tree on earth, towers to a height of two hundred and eighty feet and is probably between thirty-five hundred and four thousand years old. The sublimity of the great trees silence the visitors with a sense of awe and humility.

Four facts that contribute to the secret of their strength teach us a truly great lesson. First of these facts: They are not pulled to one side or the other by the force of gravity, nor bent nor twisted by all the winds that blow; they grow straight up, with but one purpose—reaching, reaching, reaching toward the stars.

The second fact is this: Nature has provided them with bark that is resistant to adverse influences from without; they are not subject to dry rot, nor the prey of fungus or parasitic growth; they withstand the ravages of forest fires that destroy other trees because the outer bark resists flame.

The third fact—and this is one right out of the book, for us—they never grow singly, but are always in groves; the roots of each tree, although comparatively shallow, spread out and intertwine with the roots of other trees, forming a mat-like growth, thus they give aid and sustenance to one another.

And finally, an inner strength gives them marvelous recuperative powers; the trunk half chopped away still gives life and the tree thrives, as in the case of the Wawona tree in Yosemite National Park where a tunnel has been cut through the trunk of the living tree allowing the highway to pass through.

Would you have strength for life? Turn in silence to the forests and heed the lesson of the trees.



## October and the 19th Annual Convention

As the present is built on the past, so will the future follow in the footsteps, endeavors and contributions of today. Recalling the success and inspiring contacts of previous conventions, we now look forward to October and the Nineteenth Annual Meeting which will be held in Cincinnati. While plans for this convention must necessarily conform to present wartime conditions and regulations, we feel that every member present will receive the enthusiasm, inspiration and enjoyment that can be realized from the contacts of a National Meeting.

In the words of the great English statesman, Winston Churchill—"Cincinnati is the most beautiful inland city in America." Rising from the banks of the Ohio River it reaches northward, eastward and westward to wooded hills which comprise the residential section of the city. Many interesting diversions may be enjoyed in this rightly named "Queen City of the West." Your hostess society is eagerly anticipating the time when it will be their privilege and pleasure to entertain you, and to proudly show you the many artistic and cultural attractions that make our city CINCINNATI THE BEAUTIFUL.

October is a most gorgeous month in this part of the country, warm sunny days followed by cool delightful evenings which fill one with energy and zest that just makes you want to "go places and do things."

Your wardrobe should include a light weight coat or suit; inasmuch as all affairs of a social nature will be in accordance with prevailing conditions, no formal clothes will be necessary.

So—until we greet you early in October, this is station C.D.A.A. signing off. Plan to be with us—will you? We are looking forward to having you.

Mary M. Connolly, Publicity Chairman.  
Cincinnati Dental Assistants Association.

## Her Monument

"One should not create memorials for the truly great, for their own deeds, their lives, are their truest memorials."

The coming of another September 25th brings to us poignant memories of a gallant little lady, with sweetly smiling face, framed in soft white hair. To one who picked up a small part of HER work, almost a year after she laid it down, who goes to HER file for material, who meditates over pencilled notes and rereads papers, clippings, all the things that go to make an editorial file, she seems very close indeed, does this gallant little lady, who dreamed a dream and made it come true.

From the January-February 1941 DENTAL ASSISTANT we quote, "Juliette Southard was known to the Dental Profession both in America and abroad for her activities in the interests of women who are associated in dental offices as assistants." Yes, she was interested, with a keen, white-hot interest that led to action. The building of her monument, like the building of Rome, did not take place in a day; it meant years of sacrificial labor; wearing days and sleepless nights; some of heart-break and much of joy, for one cannot send out ships as she did without having many of them return, laden with rich cargoes of love, friendship and high esteem.

Let us forget? No! by the torch that is our emblem and which exemplifies the life of our Juliette, with all our hearts we are remembering—we'll be remembering at the 19th annual meeting in Cincinnati in October, for the ADAA is Juliette A. Southard's monument.

S. M. L.

# Clinics And Exhibits

## THE AMERICAN DENTAL ASSISTANTS MEMBERS:

Your clinic will be most welcome at the American Dental Assistants House-of Delegates Meeting at Cincinnati, O., in October.

In order to have 100 per cent cooperation, we need each state represented at our meeting. Let us make 1943 the best clinic presentation by having the North, South, East and West represented in national competition.

Bring your clinic to Cincinnati. We will be proud of all of you

Your committee is eager to serve you.

*Katherine Butcher, Secretary,  
Annie Carroll,  
Gertrude Mourer,  
Mabel O'Rourke,  
Velda Rudolph,  
Eleanora Schuman, Chairman,  
A.D.A.A. Clinics and Exhibits Committee,  
1219S. 50th Street, Milwaukee, Wis.*

## E—X—H—I—B—I—T—S

- E* — is for the excellent opportunity that is knocking at the door of the American Dental Assistants Association.
- X* — stands for unknown; but, the goal of the American Dental Assistants Association is upward and onward until we reach the top.
- H* — is the honor our organization received for the presentation of the American Dental Assistants Association exhibit in the Scientific and Health Exhibit Section of the American Dental Association at the Houston meeting in 1941.
- I* — is for initiative and interest a Dental Assistant has in her vocation.
- B* — is for the benefits a Dental Assistant will get out of this splendid organization.
- I* — is for increase in membership.
- T* — is for tactfulness which is essential in our vocation.
- S* — is for the satisfaction we will get by cooperating with the American Dental Assistants Association.

Altogether this spells . . . E—X—H—I—B—I—T—S

## C—L—I—N—I—C—S

- C* — is for cooperation with the American Dental Assistants Association by presenting clinics and exhibits at local, state and the house-of-delegates meetings.
- L* — is for loyalty to our founder, Juliette Southard.
- I* — is for ingenuity a Dental Assistant has in presenting her clinic.
- N* — is for neatness in appearance.
- I* — is for the interest Dental Assistants show when attending clinic presentations at local, state and house-of-delegates meetings.
- C* — is for the American Dental Assistants' creed which we uphold.
- S* — is for service to our doctors and patients.

Altogether this spells . . . C—L—I—N—I—C—S

*Eleanora Schuman, Chairman  
Clinics and Exhibits Committee,  
Milwaukee, Wis.*

# Membership

Hey Girls! its all over now, the Membership Ribbon Awards have been given to the following:

## First Award—Blue Ribbons

Group No. 1	Oklahoma State Dental Assistants Assn. ....	227%
Group No. 2	Indiana State Assn. of Dental Assistants .....	29%
Group No. 3	Iowa State Dental Assistants Association .....	33%

## Second Award—Red Ribbons

Group No. 1	Washington State Dental Assistants Assn. ....	156%
Group No. 2	Wisconsin State Dental Assistants Assn. ....	28%
Group No. 3	Southern California State Dental Asst. Assn. ....	26%

Just because these ribbon awards have been presented don't give up, keep plugging for that, one new member per member.

There are more Awards to be given at the A.D.A.A. meeting in Cincinnati, who knows maybe your State will walk off with one of the *three* Silver Cups, Lucitone Gavel, or Honorable Mention Blue Ribbon.

We realize that many of our girls are entering the service of Our Country, we would want it no other way, if they feel they are of more value in that capacity.

Yet, some of us must keep the "Home Fires Burning." The positions left vacant must be filled, visit with the girl who takes over and explain the many advantages of our association thereby getting that "One New Member."

I would like to take this opportunity to say "Thank you" to each and every girl. It is very gratifying to know my efforts have not been in vain, your many letters and comments have inspired me through my short term as your A.D.A.A. Membership Chairman. I trust you will show my successor the same co-operation.

How nice it would be if I could shake your hand, distance prevents me from so doing, instead I leave you one parting thought.

"It is a good thing to be rich, and a good thing to be strong, but it is a better thing to be loved by many friends."

Julia C. Murray,  
Chairman Membership Committee, A.D.A.A.,  
7112 Champlain Avenue, Chicago, Ill.

## Attention!

Presidents and Secretaries:

Do you know of any girls actively employed in dental offices, but no longer members of our association, who wear the pin of the ADAA?

Will you kindly check in your district and send me the names of the girls?

The ADAA wishes to contact them and will pay them the original price they paid for the pin.

Thanks for your cooperation; I would appreciate hearing from you.

Sadie L. Hadley, 3rd Vice President  
163 Cabot St., Beverly, Mass.

## WHAT HE NEEDED

Long time they sat upon the beach,  
Beneath the moonlight mellow;  
The maiden was a perfect peach,  
And he—a stupid fellow.

At last, with many awkward trips,  
To this his mouth gave issue:  
"But for this sand—upon my lips—  
I'd like—to ask—to kiss you!"

Up rose that maiden, so demure,  
And with these words dismissed him:—  
"Oh, swallow it, you boob; I'm sure  
You need it in your system!"



## Secretary's Corner

By AILEEN M. FERGUSON, General Secretary,  
709 Centre Street, Jamaica Plain, Mass.

### HONOR ROLL

ALABAMA D. A. A.  
SOUTHERN CALIFORNIA D. A. A.  
GEORGIA D. A. A.  
IOWA STATE D. A. A.  
KANSAS STATE D. A. A.  
NEW JERSEY STATE D. A. A.  
SOUTH CAROLINA STATE D. A. A.

The 1943 ADA A Official Program will be sent to the presidents and secretaries of the Constituent Societies, and to the secretaries of the Component Societies; these are to be kept in your ADA A file for reference.

Delegates and alternates to the ADA A House of Delegates, your credential cards have been sent to the secretary of your society, make sure you have them in your possession before leaving for the Cincinnati meeting.

Many of the Constituent Societies of the ADA A failed to send in the names of members for candidates for election to the Standing Committee of the ADA A when they returned the 1943 Program Questionnaires. We need the assistance of capable members of the ADA A to further the work of both Standing and Special Committees, kindly submit a list of members if you have neglected to do so. The General Secretary wishes to express her sincere appreciation of the excellent cooperation shown by all the secretaries of the ADA A affiliated societies during the past year, many of them had a difficult year because of unsettled conditions, but their enthusiasm and loyal devotion never flagged.

Best wishes for a successful term of office are extended to the following:

FIFTH DISTRICT D. A. A. (S. Cal.)—President, Lee Wrinn, 1137 2nd St., Santa Monica; Secretary, Elizabeth Slyfield, 1254 6th St., Santa Monica.

DISTRICT OF COLUMBIA D. A. S.—President, Clyde Carlyle Hoyle, 413 1726 Eye St., N. W., Washington.

FLORIDA STATE D. A. A.—President, Reba Anlick, 408 Exchange Bldg., Orlando.

ILLINOIS STATE D. A. A.—Secretary, Katherine Scandrol, 906 Talcott Bldg., Rockford.

KANSAS STATE D. A. A.—President, Creola-Charles Baker, 212 E. Third St., Pratt; Secretary, Roberta Gawthrop, 1010 Schweiter Bldg., Wichita.

MISSOURI STATE D. A. A.—President, Ann Dvorak, 1018 Paul Brown Bldg., St. Louis; Secretary, Freida Kinney, 1006 Paul Brown Bldg., St. Louis.

### HONORABLE MENTION

DISTRICT OF COLUMBIA D. A. S.  
ILLINOIS STATE D. A. A.  
D. A. A. OF NEW YORK  
LEHIGH VALLEY D. A. A.  
WASHINGTON STATE D. A. A.  
TENNESSEE STATE D. A. A.  
WISCONSIN STATE D. A. A.

NORTH DAKOTA STATE D. A. A.—President, Alida Peterson, 306 Black Bldg., Fargo; Secretary, Leila Bardsley, 405 Broadway, Bismarck.

D. A. ASSN. STATE OF NEW YORK—President, Leonora Sullivan, 1201 Comstock Ave., Syracuse; Secretary, Freda E. Shaw, 105 East 85th St., New York.

CLEVELAND D. A. A. (Ohio)—Secretary, Pat Brashear, 13201 Miles Ave., Cleveland.

OREGON STATE D. A. A.—President, Frances Cook, 1514 N. E. 17th Ave., Portland; Secretary, Helen Kingsley, 2030 N. W. Marshall, Portland.

SIOUX FALLS D. A. A. (S. Dak.)—President, Irene Miles, 1508 S. Minnesota Ave., Sioux Falls; Secretary, 306½ S. Walts Ave., Sioux Falls.

TENNESSEE STATE D. A. A.—President, Ola Lundy, 708 Exchange Bldg., Memphis.

WASHINGTON STATE D. A. A.—President, Becky Johnson, 500 America Bldg., Seattle; Secretary, Laura Flett, 2502 E. McGraw, Seattle.

### NEW ASSOCIATION

PEORIA D. A. A. (Ill.)—President, Janet Linderberg, Alliance Life Bldg., Peoria; Secretary, Lillian Shad, Jefferson Bldg., Peoria.

The Illinois State Dental Assistants Association and the ADA A are very proud of the new society in Peoria, and hope that the thirteen charter members will meet with every possible success during the coming year.

### PRAYER FOR CRITICS

O, Father, give us eyes to see,  
Inspired, divine, intent,  
Before we dip our pens in gall  
And bitter words are sent—  
To blast the hopes of struggling  
ones.

Lord, open Thou our eyes  
And cast out every mote and  
beam  
Before we criticize.

—Ina L. Mellinckamp in  
The Chicago Tribune.

# Report from District Trustees

## *From the Trustee of the Second District*

My share of the work of the Second District as Trustee may be limited, but the fact that it is work, makes it precious to me.

Today all Societies are confronted with the challenge to disband or continue, due to women in War Work. You just give up thinking of yourself, support each other and settle down to do your part. Let each member search for and do unselfishly everything possible to strengthen the home front of the American Dental Assistants Association.

The girls in this District have put forth their best efforts on all fronts—Home Nursing, Nurse Aids, Red Cross Work in all its branches, Making and Filling Utility Bags for Sailors. All this is being done outside the regular position of Dental Assisting, not to mention those who have left the fold for the duration, to serve as WACS and WAVES.

A sense of humor and the power to laugh, a little leisure with nothing to do, is the wish at the end of each Dental Assistant's day.

Gertrude G. Martin,  
Second District Trustee,  
129 Magnolia Ave.,  
Jersey City, N. J.

## **REPORT OF FOURTH DISTRICT AMERICAN DENTAL ASSISTANTS ASSOCIATION**

The Fourth District is happy to report that despite numerous inconveniences, The Alabama Dental Assistants Association, The Georgia Dental Assistants Association, The Mississippi State Dental Assistants Association held their annual meetings as planned and the attendance far exceeded expectations. It was the pleasure of the Trustee to attend the Alabama and Georgia meetings. Lucile Black, Second Vice President of the ADAA was the guest of the Georgia Dental Assistants at their meeting. It is the sincere hope of the Trustee that Florida State Dental Assistants Associa-

tion will be able to have their Annual meeting this fall, due to the many problems besetting them last year they decided to postpone their 1942 meeting. The Louisiana Dental Assistants Association confined their meeting this year to a strictly business meeting.

Alabama is to be commended upon the excellent Bulletin they recently started publishing, containing news and helpful hints. The Fourth District is proud that Alabama, Georgia, Louisiana, Mississippi and Florida will be represented by one or more Delegates from each State, in Cincinnati. A membership Drive in Mississippi brought excellent results, and Georgia reports a large increase in membership. We like having the Membership Trophy in the Fourth District!

Katie McConnell,  
Trustee, Fourth District ADAA.

## **GREETINGS AND A FRIENDLY HAND SHAKE FROM THE SIXTH DISTRICT**

We are indeed happy to report the activities of our District.

Wisconsin D. A. A. held their twelfth Annual Session in Milwaukee on March 22nd to 24th. It was an excellent meeting and very well planned. The Wisconsin girls surely know how to cover a lot of ground in a short time. Their meeting proved that they have the co-operation of all members and that each one did her part. I was greatly impressed with this meeting and the courtesies extended to me while there. Captain S. Raymond Wells, Dr. F. J. Martin, and Henry P. Boos gave an educational touch to the day. Emma Luke gave a paper entitled "Keep The Light Burning", referring to our founder as the "Light". The points brought out in this paper left food for thought with each girl in attendance.

In February the Illinois State D. A. A. held their Fourth Annual Meeting in conjunction with the Chicago Mid-Win-

# TALKING IT OVER



(This department is under the supervision of Edna M. Justice,  
631 Jenkins Building, Pittsburgh, Pa.)

As the American Association of Dental Assistants reaches another milestone on its pathway of existence, let us pause for a brief period, and reflect on the origin that brought about this association.

Twenty years ago an idea conceived in the mind of an energetic little woman interested in the welfare of others following the same vocation, resulted in the founding of the American Dental Assistants Association. In the succeeding years, ingrained with worthy traditions, the foundation of faith in an ideal has been built upon by the pioneers in this chosen field. The power of ideals which has been a prevailing factor in the advancement and growth of civilization has played no small part in the development and progress of our association.

Today as we look through the uncertainties of the present towards the future we are keenly aware of the changes that have come to our association be-

cause of present conditions. Our faith in a better tomorrow, will be the incentive to keep together and strive to maintain the "realization of an ideal." Let us try to understand each other, respect each other, and work together for the achievement of purpose for which we are banded together.

We too must have vision that will be worthy of carrying on with understanding, faith and courage, the future of the American Dental Assistants Association, realizing that every worthwhile endeavor had its beginning as an ideal.

"No vision and you perish;  
No ideal and you're lost;  
Your heart must ever cherish  
Some faith at any cost.  
Some hope, some dream to cling to,  
Some rainbow in the sky,  
Some melody to sing to,  
Some service that is high."

—Mary M. Connolly.

321 Delmare Ave., St. Bernard, Ohio.

ter Meeting. This is always a great meeting and attendance is large. We were fortunate this year because most of our National Officers were with us. Illinois State is a "Baby" in comparison with most of our State organizations, but is growing fast. We are thrilled to announce the organizing of the Peoria D. A. A. A very impressive candle light installation service was given and this group of girls will certainly be an asset to the Illinois State and the A. D. A. A. I am sure you will hear much about these girls as the years roll on for they are bubbling over with enthusiasm.

I feel each one of us is very war conscious so I am not going to dwell on world conditions other than to say that

Wisconsin and Illinois are doing their part. Many of our girls have entered the service of our country and those of us who "stand and wait" have someone who is near and dear to us also serving, to all, I say GOD BLESS YOU.

GOD BLESS YOU!

Why, it means so much  
I almost whisper as I say it!  
I dream that unseen fingers touch  
My hands in answer as I pray it.  
May all it means to all mankind  
In all its wondrousness possess you  
Through sun and cloud and calm and  
wind  
GOD BLESS YOU.

Sincerely,

Elizabeth Drennan, Sixth District Trustee,  
6106 So. Whipple Street, Chicago, Illinois.

THE DENTAL ASSISTANT





## Question Box

MARY BUIE SMITH  
Route 2, Box 89, Florence, S. C.

### LABORATORY HINTS

*Betty Reid and Elizabeth Drennan, Chicago Dental Assistants Association*

#### ROOM DEODORANT:

- 8 oz. Ammonium Carbonate
- 13 oz. Grain Alcohol
- 9 dr. Oil of Lavender
- Tincture of Cudbear—to Color

Place all in a wide mouth glass jar. Keep jar open during the day to freshen the office and laboratory. Keep tightly closed at night as the alcohol will evaporate.

A light coating of vaseline on lid of acid dish will help to eliminate acid fumes in the room. A drop of mineral oil in the acid is also helpful for this purpose.

A small sharp *knife*, a *wire brush* for cleaning burrs, and a good *toothbrush* for cleaning investment from inlays or cleaning instruments, orthodontic appliances, dentures, etc., are three most useful aids. Many air bubbles can be avoided in a plaster mix by placing the lid of the plaster can over a rubber bowl and shaking the mixture vigorously. Keep a daily record pad in the laboratory to jot down when things are to be ready. If this is kept a day ahead of the appointment book you can be certain that your lab work is up to date every day.

A few drops of oil are effective in cleaning Arkansas stone. Use acid on end of cotton roll once in a while to clean cuts in stone thoroughly.

Plaster or stone models may be placed on an old glass slab to set to give them a smoother surface on base. If a light coating of vaseline is placed on the slab they will not stick.

Use empty compound boxes to store stone models. Keep models used for various cases in separate boxes with the individual patient's name on them.

Use a small number on plaster models to identify them. A list with name of patient and number can be kept nearby. This is especially useful if models are to be kept in a case where they can be seen.

To make impression trays look like new, sprinkle with chloroform and wipe off. Vaseline rubbed on trays and heated gives the same result.

With a No. 1 bur mark the Doctor's initials on his impression trays to insure their return from the laboratory.

A few drops of oil used in the plaster bowls makes them look like new.

Your laboratory work will be far easier if the laboratory bench is kept as neat as possible at all times.

---

The energy wasted in postponing until tomorrow a duty of today will often do the work.

—O. S. Marden

# *If You Must Write Collection Letters*

Have you all heard the story about the bride who hadn't talked financial arrangements with her husband and finally had to ask for money for household bills and what not? In relating her experience to a friend, the friend said, "Oh, but wasn't that awfully embarrassing? Didn't you get terribly flustered?" and the bride answered, "Oh, no; I remained calm and collected."

If you must write collection letters, and don't we all, you will feel the importance of knowing something about the circumstances of each patient to whom a letter must be written, for here it is necessary to be very diplomatic. It is never necessary to lose the friendship of these patients from whom it is sometimes necessary to collect accounts; in fact uncollected accounts are quite as likely to lose friendship, as after an account has been left unpaid for some time the patient will seek to justify his negligence and in order to do this he will many times criticize the workmanship; in many cases after an account of long standing has been paid the patient will be very happy about the matter and return for further dental treatment for which he will pay without quibbling.

Following is a group of suggested collection letters which may help you, but remember—carefully consider each individual case.\*

1st statement—regular formal bill.

2nd statement—notation PLEASE.

3rd statement—Just to remind you—you forgot it, didn't you? The notations on the second and third statements will have increased effectiveness if written in longhand.

4th statement—contact by collection letter or telephone.

## COLLECTION LETTER No. 1

In going over your records with this office, Dr. .... is surprised to find that your account remains unpaid and inactive.

May we suggest that if you are unable at this time to take care of the balance in full, that you begin immediately to make regular partial payments.

We should be glad if, at your convenience, you would call at the office to discuss the matter and to inform us as to the plan of payment.

Thanking you for your kind attention and cooperation, I am

## COLLECTION LETTER No. 2

It has now been ..... months since we received a payment on your long past due account. We are willing to continue our past leniency with you, providing the small payments you have made during the past, can be made at regular intervals.

You realize that the age of this account warrants the placing of it elsewhere for collection, which action we have withheld, hoping to help you. We must now insist that regular payments on this account be made.

May we have a prompt reply?

## COLLECTION LETTER No. 1

In order to provide dental care for all my patients with a maximum of efficiency, I endeavor to spend as little time as possible on the routine matter of collecting bills.

May I solicit your cooperation? Your account amounting to \$. .... is now ..... months past due. Statements have been sent to you the first of each month.

I shall greatly appreciate it if you will settle this account before the tenth. If more convenient to you, payment may be extended over a reasonable period. But I most respectfully ask some payment immediately.

## COLLECTION LETTER No. 2

I do not have to send out personal appeals to my patients to settle up their accounts. That is because I try to have an understanding with each one that bills are to be paid within a reasonable time.

Now I want to ask you to join with this majority of my patients in keeping our accounts on a mutually agreeable basis.

I shall appreciate your check for \$..... this month. My income is derived from my patients, to whom I endeavor to give the best service of which I am capable.

Please let me hear from you by return mail.

## COLLECTION LETTER No. 3

Regretfully I must inform you that your account which is six months past due and amounts to \$..... has been turned over to a collection agency, with authority to take the necessary steps to effect settlement.

1. I have a place for every dollar I can get from now until April 30th and how I need those dollars.

I am counting on your check, Mr. Jones for your March account of \$5.00. Please do your best, the earlier the better and thanks a lot.

2. I note in looking over our books that your account is past due.

This is doubtless an oversight on your part and I am sure, now that I call your attention to it, you will attach your check or money order to this letter and mail it to me in the enclosed envelope.

3. We're not worried about your March account of \$..... You are going to pay it, we know, just as soon as you can.

It would do us a whole lot of good though, if we could have a check this week.

Maybe yours has already been mailed and if it has, thank you for it. If not, thanks for the one you are going to send.

4. They said George Washington never told a lie. I can't say for sure that he never did but I do know that I am not telling you one when I say I could make good use of a check from you for your January balance of \$50.00.

Please help me out by Thursday or Friday.

5. A friend of mine said to me the other day: "Davis, it seems as though every time I get a dollar there is some one right there to take it away again."

We have found it so ourselves lately, so of course, we have to try and get those dollars away from you.

Can you help us out with a check for your July account of \$10.00 by the tenth?

7. No doubt you are having quite a bit of trouble or we would have had the pleasure of having your check for that September balance of (\$107.00) before this.

We hope that things are better for you this week, as we are planning to clear up our outstanding accounts and feel sure that you will be among those to help us by Saturday.

We will surely appreciate it.

8. If you were I and I were you, I often wonder what you would do to get a little money?

If you asked me for a check I think I would send it if I could or tell you why I could not. Will you do this for me?

Your January balance is \$.....

An assistant told me of the little trick she played on some very delinquent accounts and that was to send them a postal card worded thus:

"It will be to your advantage to get in touch with this office immediately."

Dr. So and so.

Contract Letter No. 1

Dear Mr. ....:

You no doubt have overlooked the payment on your contract account, which was due March 30th.

We would appreciate a prompt remittance.

Very truly yours,

Secretary

Contract Letter No. 2

Dear Mr. ....:

This is just a friendly reminder that your payment of \$..... has not been received.

If you have overlooked this payment, please enclose your check in the special enclosed envelope, so that your account will be brought to date.

Very truly yours,

Secretary

Contract Letter No. 3

Dear Mr. ....:

You have not lived up to the agreement you made regarding the settlement of your account of \$.....

Much to our regret we shall be obliged to use other methods to secure payment of this account, if we do not hear from you within a week.

We dislike to do this very much indeed, it is unpleasant for us, and may prove embarrassing to you. You may avoid this by making the agreed payment.

Very truly yours,

Secretary

#### COLLECTION LETTERS

Open Account Letter No. 1

Dear Mr. ....:

You have undoubtedly overlooked the fact that your account of \$..... is now past due.

We would appreciate it if you would give this your prompt attention, and send us your check within the next ten days.

Very truly yours,

Secretary

Open Account Letter No. 2

Dear Mr. ....:

I realize that you have other obligations to take care of, but do not feel that this justifies you to ignore your account of \$..... with Dr. ....

Please call at our office within the next week, and we shall endeavor to make arrangements for payments, which will be convenient and satisfactory for both of us.

Very truly yours,

Secretary

Open Account Letter No. 3

Dear Mr. ....:

You realize, Mr. ...., that I regret the need of going to your employer concerning your account of \$....., but in all fairness to Dr. ...., I must take this step if I do not have a payment by Saturday, April 30th.

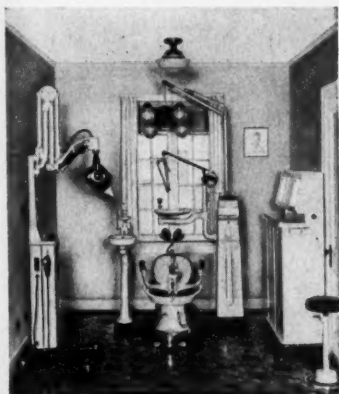
Very truly yours,

Secretary

\* A number of requests have come to the editor for collection letters. The foregoing group of letters has been in the editor's file for some time; we do not know the author of these letters (they were probably brought home from some National Meeting). We will be happy to give credit where credit is due if the author will write to us.

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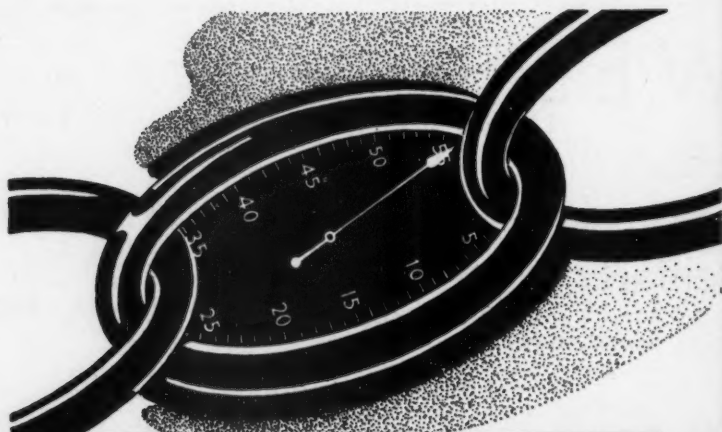


Simply add Nitroden to the water and positive protection from rust.

Order from your dealer or write

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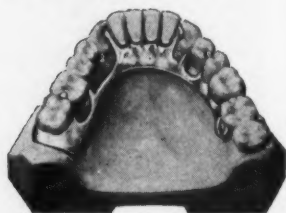


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Should your beautician require that you return to have a service completed later on, **YOU WOULD OBJECT.**

So it is with every patient who enters your office. That is only one of many reasons why successful dentists advocate gold restorations.



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They save precious time, because they can make every necessary adjustment in the office.

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Recollection is determined by depth of impression and strength of association. To be remembered or recalled, the past experience must be suggested by the present.

*From: Encyclopedia Britannica.*



In these days of full appointment-books, when you take valuable time to teach tooth brushing, you must make that time productive, resultful. It is time wasted if your patient forgets your instructions. You can help make these minutes at the chair far more valuable for you and your patient if you take a tip from the psychologist.



Pycopé Tooth Powder bears the Seal of Acceptance of the Council on Dental Therapeutics of the American Dental Association.

To assist memory, recommend Pycopé Tooth Powder and a Pycopé Tooth Brush to the patient, in place of her usual brand. The mere sight of these different and unusual aids to mouth hygiene, serves to recall you and your instructions, helps to break down improper habit-patterns.

*The Pycopé user always knows who her dentist is—and what he did for her!*

The Pycopé brush is designed on professional lines: 2 rows, 6 tufts, small head, firmly bristled.



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So Useful**

*In 7 Out of 10 Cases, Dr. Wernet's May Make All the Difference in the Crucial Adaptation Period*

**P**URE as ice cream, white as snow—a light dusting of this superior adhesive powder makes the adaptation period of a new denture easier for the dentist and easier for his patient.

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TYPE B Medium Hard

GOLD  
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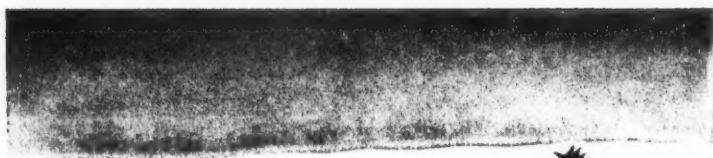
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